

# Fleet Maintenance



## 2009 Preventive Maintenance Schedule

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**DATE:** January 12, 2009

**TO:** All Department Directors and Division Directors

**FROM:** Carlos Bustos, Fleet Manager  
Administrative Services Department/Fleet Maintenance

**VIA:** Mike P. Lujan, Department Director  
Administrative Services Department/Risk & Safety

**ISSUE:** Preventive Maintenance Program

**SUMMARY:**

Attached are the Preventive Maintenance Operating Procedures and Preventive Maintenance Schedule for 2009. Departments and divisions are listed, and next to the listing is the month and date which their vehicles are scheduled for preventive maintenance. Please review the schedule and ensure that your staff becomes familiar with the dates their vehicles are scheduled.

It is imperative that the schedule be followed. Rescheduling for preventive maintenance is extremely difficult due to the number of City vehicles and the limited amount of days to perform the maintenance. If a scheduled appointment is missed or more frequent maintenance is required, it is the user's responsibility to reschedule the vehicle. Rescheduling for missed appointments will be done as the schedule allows.

Arrangements should be made to ensure your vehicle is at Fleet Maintenance by 8:15 a.m. the day your vehicle is scheduled. This will help avoid any delays in completing the maintenance the same day. Please plan to leave your vehicle all day unless prior arrangements are made with the Fleet Maintenance staff.

**ACTION REQUESTED:**

Adhere to the schedule as outlined and familiarize yourself with the procedure to reduce any problems on scheduled days. Please bear in mind the importance of a well maintained vehicle and the need for preventive maintenance to all City vehicles. Your cooperation will be appreciated.

Cc: Galen Buller, City Manager

## **Preventive Maintenance Intent**

The intent of implementing a preventive maintenance program in 1987 was to provide the user departments with a scheduled time for servicing the vehicles within their department. This would assure all vehicles would be scheduled at a minimum for repairs and maintenance four times per calendar year if they comply with the preventive maintenance program.

Listed below is a brief description of the preventive maintenance performed at different intervals, Fleet Management refers to as a Scheduled A, B, or C.

### **Preventive Maintenance Schedule A. (Light)**

This schedule consists of an Oil Change, Replacement of all engine filters, the refill of all fluid levels, lubrication of all fittings as needed and a safety inspection.

### **Preventive Maintenance Schedule B. (Medium)**

This schedule incorporates a schedule A, and adds brake check, tire rotation if necessary and a minor tune up.

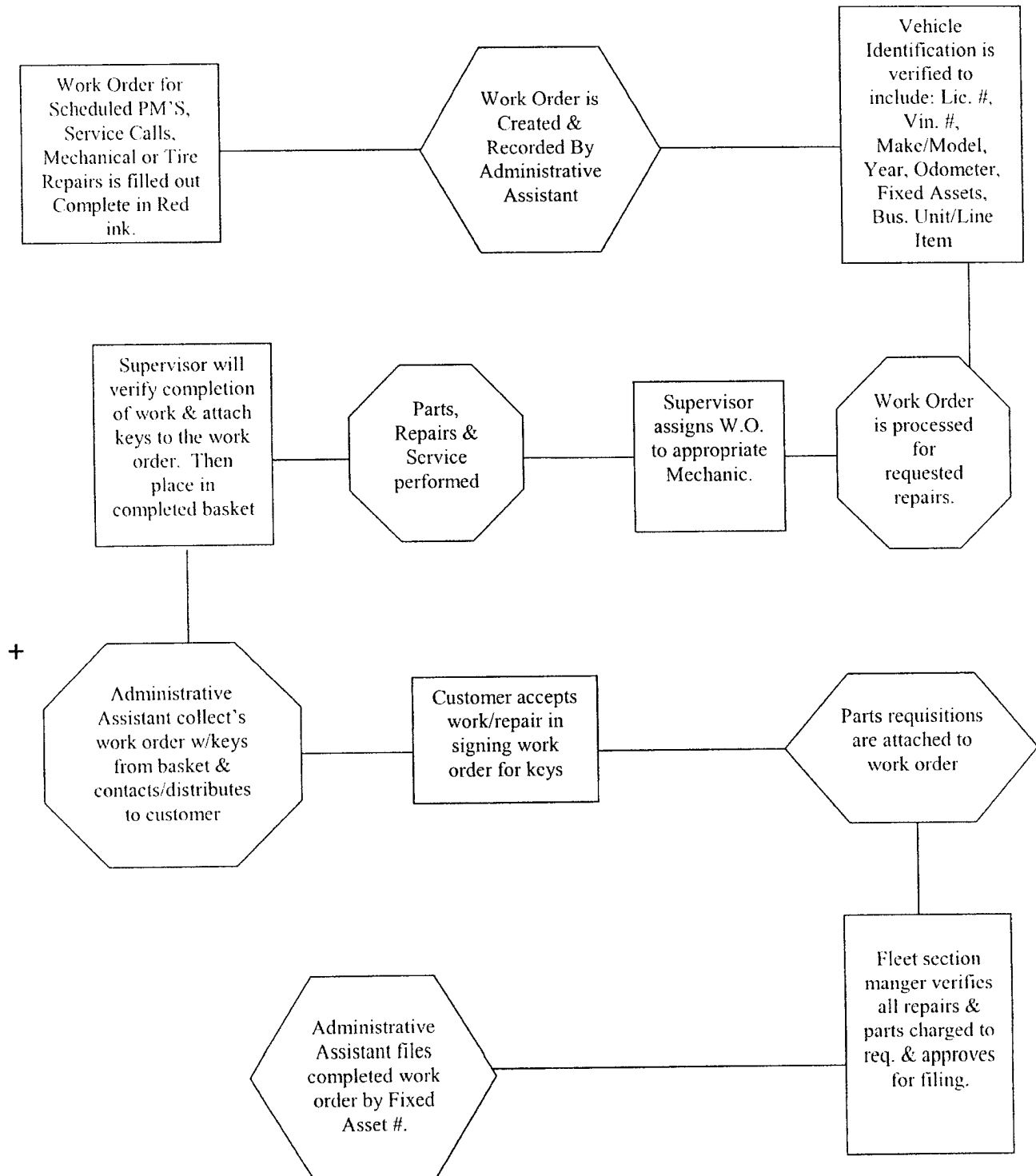
### **Preventive Maintenance Schedule C. (Heavy)**

This schedule includes schedule A and B, plus an inspection of the suspension and steering for the replacement of any components if needed. The drive train and all its components are inspected for wear and replacement. The vehicle is given a major tune up including fuel filters, plugs, wires, spark plugs, belts and hoses if necessary. Front brakes are not only inspected but the wheel bearings at this time are repacked and grease seals replaced. The rear brakes are replaced or inspected and adjusted if needed.

Please be advised that all lighting and tires are checked for wear and replacement every time the vehicle is brought in for preventive maintenance or non scheduled work.

The determination for which schedule of preventive maintenance is necessary is determined by the amount of miles on the vehicle and the extent of its use on a yearly basis.

# FLEET MAINTENANCE WORK ORDER PROCEDURES



## **Fleet Maintenance Shop Procedures**

1. The equipment manager of each division/section must complete a work order for each vehicle to be serviced. Pre-numbered work orders have been distributed to some divisions/sections. If your section is out of work orders please request more from Fleet Maintenance. If your unit, section or division does not have an equipment manager then the driver would act as the equipment manager and complete the work order. The work order needs to be filled out in red ink and have the following information on it:

1. Fixed asset numbers and unit numbers
2. Business unit (account number/line item)
3. Year, Make & Model
4. Who is requesting service and phone number so we can call you when the unit is ready
5. Mileage and/or hours
6. Department & Division which this vehicle is assigned
7. List any and all repairs needed to be performed.
8. Serial number, V.I.N. number

After the above information is put on the work order, the equipment manager for your section should then inspect the vehicle with the driver to ascertain any further work that may need to be done on the vehicle. Add any additional work needed at this time.

Once the work order is completely filled out the equipment manager needs to bring the work order and meet with the administrative assistant or the fleet section manager. Our office is located at 1142 Siler Rd. in the operations and Maintenance complex, Building C (Parks & Recreation building)

If the vehicle is making a funny noise or something is just not right and the problem cannot be identified, a mechanic supervisor of the fleet section manager will inspect the vehicle to analyze the problem and make recommendation for repair.

2. The vehicle must then be parked in the designated repair area in back of the operations and maintenance complex.
3. The keys to the vehicle must be turned over to the administrative assistant or the fleet section manager. **PLEASE BE ADVISED THAT WORK ORDERS NOT COMPLETELY FILLED OUT AND IN RED INK WILL NOT BE ACCEPTED.**
4. For safety reasons at no time is anyone but Fleet personnel allowed in the service bays.
5. It is essential that before the driver turns the keys over to the administrative assistant, all personal items, tools and equipment must be removed from the vehicle. **FLEET PERSONNEL ARE NOT RESPONSIBLE FOR TOOLS, EQUIPMENT OR PERSONAL ITEMS LEFT IN THE VEHICLES.**
6. Upon completion of the inspection and the final preparation of the work order, the fleet section manager or mechanic supervisor will make the determination as to which mechanic will be assigned the work.

- A. Should the mechanic identify additional work, they will immediately notify their supervisor who will then contact the user department concerning the work required and will receive verbal approval to perform such work.

A note will then be made on the work order indicating whom they spoke with and what was agreed upon.

- B. Should it be determined that the unit needs repairs due to driver abuse, the Fleet Section manager will contact the user department supervisor. After discussing the issue with the supervisor, the Fleet section manager may prepare a memorandum stating the findings of fact and will forward it to the department director, for what ever corrective action may be appropriate.
- 7. If the vehicle is in for preventive maintenance, the mechanic will request the standard parts depending on whether it is an A, B, or C scheduled preventive maintenance.
  - 8. If the vehicle is in for repair, the mechanic will test drive and diagnose the repairs and will advise their supervisor what repairs and parts are needed. The supervisor will approve or disapprove the parts list and the mechanic will then complete a material requisition for the parts. Auto parts personnel will then issue from stock or procure them as expeditiously as possible.
    - A. If the replaced part is a core exchange, Auto parts personnel will record the exchange on the work order.
    - B. Under no circumstance will parts be replaced for the sake of replacement. Items such as tires, alternators, starters, batteries, etc., will be checked by the mechanic and based on their recommendation the parts may or may not be replaced.
  - 9. If no additional work is identified, the mechanic will then carry out the work indicated on the work order and checklist.
  - 10. After completing the work the mechanic supervisor or fleet section manager may test drive the vehicle to assure that the repairs have been done correctly.
    - A. The Administrative Assistant will then close the work order. If any parts were replaced, Auto parts personnel will record on the material requisition at a minimum, the following information:
      - 1. Quantity
      - 2. Part number
      - 3. Part description
      - 4. Applicable cost
    - B. Once the test drive is completed and the mechanic assures that all repairs are done the vehicle will be locked and the keys will be attached to the work order. At this point the equipment manager or the driver will be contacted and advised that the vehicle is ready to be picked up.
    - C. When the equipment manager or driver comes in to pick up the vehicle, Fleet Maintenance will review the work order with that individual if requested and will require a signature for the release of the vehicle's keys.

Fleet maintenance has a strong commitment to maintaining and preserving the City of Santa Fe's investment of over \$16,000,000 inventory of vehicles, trucks and heavy equipment. With this in mind Fleet Maintenance is sincerely dedicated to serving our customers to the very best of our abilities.

Preventive, scheduled and corrective maintenance is critical to the overall success of a preventive maintenance schedule. Keeping the City's vehicles and equipment operating at full capacity and eliminating unnecessary down time due to neglect or abuse is essential to a successful maintenance program.

Fleet Maintenance will meet with any department, if requested to ensure clarification of the Preventive Maintenance program.

We thank you in advance for your continued support and look forward to working with you in 2009.



## Preventive Maintenance Department Codes For 2009

DEPARTMENT:	CODE	UNITS PER DAY ON SCHEDULED DATE
CITY MANAGER	1	5
PUBLIC WORKS	2	5
PUBLIC UTILITIES	3	5
LAND USE DEPARTMENT	4	5
CVB	5	AS NEEDED
COMMUNITY SERVICES	6	5
FINANCE	7	5
HOUSING & COMMUNITY DEVELOPMENT	8	AS NEEDED
POLICE	9	AS NEEDED
ADMINISTRATIVE SERVICES DEPARTMENT	10	5
CITY CLERK	11	AS NEEDED
HUMAN RESOURCES	12	AS NEEDED

The department codes are listed above. Below you will find a list with your department code and a corresponding letter for each division within the department.

Please follow the preventive maintenance schedule listed on the following page. As previously mentioned in the Shop Procedures section of this manual, it is imperative that this schedule be adhered to.

### CODE 1. CITY MANAGER

- A. CONSTITUENT SERVICES
- B. EMERGENCY PREPAREDNESS

### CODE 2. PUBLIC WORKS

- A. ENGINEERING
- B. STREETS, & DRAINAGE MAINTENANCE
- C. PARKING
- D. AIRPORT
- E. TRAFFIC
- F. PARKS, TRAILS & WATERSHED
- G. STORM WATER (*AS REQUIRED*)

### CODE 3. PUBLIC UTILITIES

- A. WASTE WATER MANAGEMENT
- B. SOLID WASTE MANAGEMENT
- C. WATER SERVICES

### CODE 4. LAND USE DEPARTMENT

- A. TECHNICAL REVIEW
- B. BUILDING PERMIT
- C. HISTORIC PRESERVATION
- D. INSPECTIONS & ENFORCEMENT
- E. WATER ADMINISTRATIVE SERVICES
- F. CURRENT PLANNING

**CODE 5. SANTA FE COMMUNITY CONVENTION CENTER  
(AS REQUIRED)**

**CODE 6. COMMUNITY SERVICES (AS REQUIRED)**

- A. ARTS COMMISSION
- B. CHILDREN & YOUTH COMM.
- C. GCCC
- D. LIBRARY
- E. RECREATION
- F. SENIORS
- G. YOUTH & FAMILY SERVICES

**CODE 7. FINANCE**

- A. BUDGET
- B. FINANCIAL MANAGEMENT
- C. PURCHASING
- D. UTILITY CUSTOMER SERVICE

**CODE 8. HOUSING & COMMUNITY DEV. (AS REQUIRED)**

- A. AFFORDABLE HOUSING
- B. LONG RANGE PLANNING
- C. ECONOMIC DEVELOPMENT
- D. ALTERNATIVE ENERGY

**CODE 9. POLICE (AS REQUIRED)**

- A. OPERATIONS
- B. SUPPORT SERVICES

**CODE 10. ADMINISTRATIVE SERVICES**

- A. BUILDING MAINTENANCE
- B. INFORMATION TECHNOLOGY & TELECOMMUNICATIONS
- C. RISK MANAGEMENT/SAFETY
- D. FLEET MAINTENANCE

**CODE 11. CITY CLERK**

- A. MAIL ROOM (AS REQUIRED)

**CODE 12. HUMAN RESOURCES (AS REQUIRED)**

If you're Division, Section or Unit is listed in parenthesis *(AS REQUIRED)* it is the responsibility of the operator to schedule their unit or units for repairs. The required service intervals are recommended; 3,500 miles or 4 months whichever occurs first.

If you anticipate that you may require the temporary use of a Fleet Maintenance loaner vehicle, schedule in advance to ensure a vehicle is available.

JANUARY 2009		FEBRUARY 2009		MARCH 2009	
DATE:	CODE:	DATE:	CODE:	DATE:	CODE:
5	2C	2	3B	2	4ABCDEF
6	2C	3	3B	3	4ABCDEF
7	2C	4	3B	4	10B
8	2C	5	3B	5	10B
9	2D	6	2F	6	10B
12	2D	9	2F	9	7ABCD
13	10A/C	10	2F	10	7ABCD
14	10A/C	11	2F	11	7ABCD
15	10A/C	12	2F	12	3C
16	10A/C	13	2F	13	3C
20	3B	16	2F	16	3C
21	3B	17	2F	17	3C
22	3B	18	2F	18	3C
23	3B	19	2F	19	3C
26	3B	20	2F	20	3C
27	3B	23	2F	23	3C
28	3B	24	2F	24	3C
29	3B	25	4ABCDEF	25	3C
30	3B	26	4ABCDEF	26	3C
		27	4ABCDEF	27	3A
				30	3A
				31	3A

APRIL 2009		MAY 2009		JUNE 2009	
DATE:	CODE:	DATE:	CODE:	DATE:	CODE:
1	3A	1	2E	1	2F
2	3A	4	2E	2	2F
3	3A	5	2E	3	2F
6	3A	6	2E	4	2F
7	3A	7	2A	5	2F
8	3A	8	2A	8	2F
9	3A	11	2A	9	2F
10	3A	12	2A	10	2F
13	3A	13	2A	11	2F
14	1AB	14	2C	12	2F
15	2B	15	2C	15	2F
16	2B	18	2C	16	2F
17	2B	19	2C	17	4ABCDEF
20	2B	20	2D	18	4ABCDEF
21	2B	21	2D	19	4ABCDEF
22	2B	22	10A/C	22	4ABCDEF
23	2B	26	10A/C	23	4ABCDEF
24	2B	27	10A/C	24	10B
27	2B	28	10A/C	25	10B
28	2B	29	2F	26	10B
29	2B			29	7ABCD
30	2E			30	7ABCD

JULY 2009		AUGUST 2009		SEPTEMBER 2009	
DATE:	CODE:	DATE:	CODE:	DATE:	CODE:
1	7ABCD	3	3A	1	2A
2	3C	4	3A	2	2A
6	3C	5	1AB	3	2A
7	3C	6	2B	4	2C
8	3C	7	2B	8	2C
9	3C	10	2B	9	2C
10	3C	11	2B	10	2C
13	3C	12	2B	14	2D
14	3C	13	2B	15	2D
15	3C	14	2B	16	10A/C
16	3C	17	2B	17	10A/C
17	3C	18	2B	18	10A/C
20	3A	19	2B	21	10A/C
21	3A	20	2B	22	2F
22	3A	21	2E	23	2F
23	3A	24	2E	24	2F
24	3A	25	2E	25	2F
27	3A	26	2E	28	2F
28	3A	27	2E	29	2F
29	3A	28	2A	30	2F
30	3A	31	2A		
31	3A				

OCTOBER 2009		NOVEMBER 2009		DECEMBER 2009	
DATE:	CODE:	DATE:	CODE:	DATE:	CODE:
1	2F	2	3C	1	3A
2	2F	3	3C	2	1AB
5	2F	4	3C	3	2B
6	2F	5	3C	4	2B
7	2F	6	3C	7	2B
8	2F	9	3C	8	2B
9	4ABCDEF	10	3C	9	2B
13	4ABCDEF	12	3A	10	2B
14	4ABCDEF	13	3A	11	2B
15	4ABCDEF	16	3A	14	2B
16	4ABCDEF	17	3A	15	2B
19	10B	18	3A	16	2B
20	10B	19	3A	17	2B
21	10B	20	3A	18	2E
22	7ABCD	23	3A	21	2E
23	7ABCD	24	3A	22	2E
26	7ABCD	25	3A	23	2E
27	3C	30	3A	24	2E
28	3C			28	2A
29	3C			29	2A
30	3C			30	2A
				31	2A